

COVID-19 FACT SHEET

Checklist for Clinics



PRECAUTIONS TO STAY OPERATIONAL DURING PANDEMIC

The following checklist offers precautionary advice for family medicine clinics during the **COVID-19** pandemic. This document is guidance; you should always seek current public health advice as the situation evolves and more is learned.

Family medicine clinics should review their practices to ensure they are taking the appropriate precautions to continue operating during the pandemic. This includes two key objectives:

- Divert possible COVID-19 cases away from your clinic so you can continue to provide routine care for patients with other, unrelated health concerns. [Learn more about current screening protocols.](#)
- Restructure your clinic operations to conform with public health advice, such as social distancing.

CHECKLIST:

- Offer virtual care.** Get your clinic set up to offer virtual visits to patients via telephone or video. Where it is clinically appropriate and practical for patients, offer virtual visits as a default. This will minimize the number of patients coming into your office. Review: [Provincial guidance on virtual care](#), [Information about new tariffs](#), [CPSM standards for virtual care \(pages 86-87\)](#).
- Defer routine appointments** like annual physicals where it makes sense, while also ensuring preventive services like immunizations continue.
- Adapt telephone screening.** Ensure your reception staff are screening patients who call in, with the goal of:
 - Diverting potential COVID-19 cases elsewhere and
 - Offering virtual care to all patients when appropriate.
- Display Signage.** Posters on your door warns visitors with symptoms to take precautions. Posters available in a variety of languages ([Shared Health](#), scroll down to Posters section)
- Masks and hand sanitizer.** Make these available at entry for patients with symptoms, with controls to minimize theft. You can order supplies at 204-926-6050 or 1-877-477-4773.
- Entry screening.** Clinic staff should reinforce patient screening on entry and ensure anyone with symptoms wears a mask and cleans their hands.
- Apply social distancing advice.** This includes adjusting your waiting room and reception layout to spread people out. Ideally, a 6-foot distance between individuals is recommended. Review: [Public Advice](#), [Advice for health facility staff](#)
You may consider alternating in-person and virtual care visits to decrease traffic into your clinic.
- Separate patients.** Separate patients with cold/flu symptoms into a separate area to avoid cohorting with asymptomatic patients.
- Follow routine clinic cleaning protocols.** Regularly wipe down frequently touched common surfaces, such as door knobs and reception areas. Clean patient exam rooms after visits. Follow the routine infection prevention and control practices available through [Shared Health](#).
- Review clinic policies.** Cancellation fees and offering sick notes may actually encourage COVID-19 patients to visit your office rather than seeking care elsewhere. Consider waiving cancellation fees for patients with symptoms and do not offer sick notes for cold/flu during the pandemic.
- Stay up to date.** Experts are learning more every day and public health advice and protocols are changing frequently. Visit [DoctorsManitoba.ca](#) or [Shared Health resources](#) for current advice.

Patients who meet the screening criteria for COVID-19 should be sent for assessment. [Learn more.](#)